



9-1-1 Office Notice 07-06

November 16, 2007

EXPIRATION: When superseded or rescinded

TO: PUBLIC SAFETY ANSWERING POINT MANAGERS & COUNTY COORDINATORS

**SUBJECT: EMERGENCY NUMBER PROFESSIONAL CERTIFICATION PROGRAM
REIMBURSEMENT**

The California 9-1-1 Emergency Communications Office (9-1-1 Office) recognizes the importance of the Public Safety Answering Point's (PSAP) commitment to professionalism in the 9-1-1 industry. In an effort to support that commitment, a new policy has been established that will allow reimbursement of the examination fees associated with the Emergency Number Professional (ENP) certification program.

Effective July 1, 2007, the 9-1-1 Office will provide reimbursement for the examination and recertification fees required to complete the ENP certification process. The following criteria will apply:

1. Reimbursement is allowed for PSAP Managers, County Coordinators, communications center supervisors and 9-1-1 call-takers.
2. Qualification for reimbursement will apply only when the examination has been successfully completed. Proof of certification will be required.
3. Claims for reimbursement must follow the reimbursement guidelines as defined in the State 9-1-1 Operations Manual, Chapter III, *except* that pre-approval is not required.

Your agency may qualify for reimbursement, upon request, if you received your ENP certification after the effective date of July 1, 2007. Reimbursement can only be made to the PSAP agency to help recover costs they incur when reimbursing their employee.

If you have any questions regarding this notice, please contact your assigned 9-1-1 Office consultant who is listed on our website at <http://www.td.dgs.ca.gov/Services/911/default.htm>. And as always, you may contact me by email at daphne.rhoe@dgs.ca.gov or by telephone at (916) 657-9911.

DAPHNE RHOE, ENP
Chief, California 9-1-1 Emergency Communications Office

DR/CB:ja

cc: California 9-1-1 Office consultants